

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (canceled)
2. (currently amended) A network based automated message handling system according to claim ~~[[1]]~~ 34, wherein said at least one customer-defined message handling rule directs notification of a third party software developer when a software fault is indicated by the contents of a message.
3. (currently amended) A network based automated message handling system according to claim ~~[[1]]~~ 34, further comprising a customer-interface portal, said portal providing an interface for a customer to express customer-defined rules.
4. (original) A network based automated message handling system according to claim 3, wherein said portal interface for allowing a customer to define customer-defined rules allows a customer to express rules identifying messages for which the contents of the message should be automatically forwarded to at least one desired recipient.
5. (original) A network-based automated message handling system according to claim 4, wherein said portal interface allows a customer to identify a delivery method for messages to be automatically forwarded to said at least one desired recipient from a list of

available delivery methods, wherein at least one of the available delivery methods is a pager notification method.

6. (original) A network-based automated message handling system according to claim 4, wherein said portal interface allows a customer to identify a delivery method for messages to be automatically forwarded to said at least one desired recipient from a list of available delivery methods, wherein at least one of the available delivery methods is an e-mail notification.

7. (original) A network-based automated message handling system according to claim 4, wherein said portal interface allows a customer to identify a delivery method for messages to be automatically forwarded to said at least one desired recipient from a list of available delivery methods, wherein at least one of the available delivery methods is a message posted to an internet address.

8. (original) A network-based automated message handling system according to claim 4, wherein said portal interface allows a customer to express without prompting at least one desired recipient.

9. (currently amended) A network-based automated message handling system according to claim 4, ~~wherein said application hosting system further comprises~~ comprising a contacts list tool, said contacts list tool identifying entities associated with a hosted application,

wherein said portal interface further identifies entities associated with a hosted application by reference to the contacts list tool, and presents the entities associated with a hosted application to a customer as potential recipients of an automatically forwarded message.

10-13. (canceled)

14. (currently amended) A process for automated dissemination of application components information according to claim [[13]] 35, ~~wherein the step of transmitting said at least one further message comprises~~ further comprising:

~~transmitting said at least one further message~~ at least one of the generated messages via a pager system.

15. (currently amended) A process for automated dissemination of application component information according to claim [[13]] 35, ~~wherein the step of transmitting said at least one further message comprises~~ further comprising:

~~transmitting said at least one further message~~ at least one of the generated messages via an Internet post operation.

16. (currently amended) A process for automated dissemination of application component information according to claim [[13]] 35, wherein the at least one customer-defined message handling rule directs notification of a third party software developer when a software fault is indicated by the contents of an information message.

17. (currently amended) A process for automated dissemination of application component information according to claim ~~[[13]] 35, wherein the step of receiving from a customer at least one customer-defined message-handling rule~~ further comprises the steps of comprising:

displaying a list of available delivery methods for automatic forwarding of messages to ~~[[the]]~~ a customer, and determining from the customer a desired delivery method for transmission of a message to a desired recipient, wherein at least one delivery method comprises transmission to a pager.

18. (currently amended) A process for automated dissemination of application component information according to claim ~~[[13]] 35, wherein the step of receiving from a customer at least one customer-defined message-handling rule~~ further comprises the steps of comprising:

displaying a list of available delivery methods for automatic forwarding of messages to ~~[[the]]~~ a customer, and determining from the customer a desired delivery method for transmission of a message to a desired recipient, wherein at least one delivery method comprises e-mail transmission.

19. (currently amended) A process for automated dissemination of application component information according to claim ~~[[13]] 35, wherein the step of receiving from a customer at least one customer-defined message-handling rule~~ further comprises the steps of

comprising:

displaying a list of available delivery methods for automatic forwarding of messages to ~~[[the]]~~ a customer, and determining from the customer a desired delivery method for transmission of a message to a desired recipient, wherein at least one delivery method comprises transmission via an Internet post operation.

20. (currently amended) A process for automated dissemination of application component information according to claim ~~[[13]]~~ 35, ~~wherein the step of receiving from a customer at least one customer-defined message handling rule further comprises the steps of~~  
comprising:

determining a list of entities associated with a hosted application to which the at least one customer-defined message handling rule is applicable by reference to a contacts list tool and displaying the list of entities associated with the hosted application to which the at least one customer-defined message handling rule is applicable to the customer to assist ~~[[the]]~~ a customer in determining desired recipients of forwarded messages.

21-23. (canceled)

24. (currently amended) A computer-readable medium tangibly embodying instructions according to claim ~~[[23]]~~ 36, wherein said at least one customer-defined message handling rule further comprises an action forwarding a received message to at least one further recipient.

25. (original) A computer-readable medium tangibly embodying instructions according to claim 24, wherein said action forwarding a received message further defines a transmission method for forwarding said message to said at least one further recipient.

26. (original) A computer-readable medium tangibly embodying instructions according to claim 25, wherein said transmission method causes said message to be forwarded to said at least one further recipient via a pager system.

27. (original) A computer-readable medium tangibly embodying instructions according to claim 25, wherein said transmission method causes said message to be forwarded to said at least one further recipient via e-mail.

28. (original) A computer-readable medium tangibly embodying instructions according to claim 25, wherein said transmission method causes said message to be forwarded to said at least one further recipient via an Internet post.

29. (currently amended) A computer-readable medium tangibly embodying instructions according to claim 25, wherein ~~said circumstances under which actions should be taken by a message handler comprise receipt of a message identifying~~ the message identifies a software fault.

30. (currently amended) A computer-readable medium tangibly embodying instructions according to claim 29, wherein the ~~actions to be taken by the message handler when said circumstances comprise receipt of a message identifying a software fault include~~ identification of is configured to:

identify at least one further recipient to whom a software fault message should automatically be forwarded.

31. (currently amended) A computer-readable medium tangibly embodying instructions according to claim 30, wherein the ~~step of determining from a customer at least one customer-defined message handling rule further comprises determining~~ the message handler is further configured to:

determine a list of potential recipients to whom a software fault message may be automatically forwarded by reference to data stored in a contacts list management tool, and ~~displaying~~ cause the determined list to be displayed to a customer to assist the customer in identifying recipients to whom a software fault message should automatically be forwarded.

32-33. (canceled)

34. (new) A network-based automated message handling system for initiating responses to messages transmitted through a network by application components, the system comprising:

at least one customer-defined message handling rule;

at least one service-based message handling rule;

at least one common message handling rule; and

a message handler configured to:

receive a message from an application component,

determine, based on a content of the received message, whether to apply

the at least one customer-defined message handling rule,

determine, based on the content of the received message, whether to apply

the at least one service-based message handling rule,

determine, based on the content of the received message, whether to apply

the at least one common message handling rule,

identify at least one first party when the at least one customer-defined  
message handling rule applies to the received message,

identify at least one second party when the at least one service-based  
message handling rule applies to the received message,

identify at least one third party when the at least one common message  
handling rule applies to the received message, and

generate new messages to the identified at least one first party, the  
identified at least one second party, and the identified at least one third party.

35. (new) A process for automated dissemination of application component  
information, the process comprising:

receiving an information message from an application component;



determining, based on a content of the information message, whether to apply at least one customer-defined message handling rule to the received information message;

determining, based on the content of the information message, whether to apply at least one service-based message handling rule to the received information message;

determining, based on the content of the information message, whether to apply at least one common message handling rule to the received information message;

identifying a first group of parties when the at least one customer-defined message handling rule applies to the received information message;

identifying a second group of parties when the at least one service-based message handling rule applies to the received information message;

identifying a third group of parties when the at least one common message handling rule applies to the received information message; and

generating new messages to the identified first group of parties, the identified second group of parties, and the identified third group of parties.

36. (new) A computer-readable medium tangibly embodying instructions which, when executed by a computer, implement a process for automating message handling, the instructions causing a message handler to:

receive a message;

determine, based on a content of the message, whether to apply at least one customer-defined message handling rule, at least one service-based message handling rule, or at least one common message handling rule to the received message;

identify a first group of parties when the at least one customer-defined message handling rule applies to the received message;

identify a second group of parties when the at least one service-based message handling rule applies to the received message;

identify a third group of parties when the at least one common message handling rule applies to the received message; and

generate new messages to the identified first group of parties, the identified second group of parties, and the identified third group of parties.